

## 2001 Employee Satisfaction Survey Process for Working on Results

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### Critical Success Factors:

- ✓ Time for divisional feedback sessions
- ✓ Include WPEA representatives in reviewing data and on teams
- ✓ Employee Services, 2054, Quality Council, mid-level managers and Strategy Team involvement
- ✓ Ensure good communication to agency staff and access to data
- ✓ Employees believe that the data is responded to and feedback sessions are worth their time

December 28, 2001

- ✓ Agency-wide and divisional comparison data shared with Strategy Team

January 3, 2002

- ✓ Quality Council reviews data and recommends top 3 areas for agency to focus on

January 7, 2002

- ✓ Division data shared with appropriate Assistant Director
- ✓ Process timetable and approach reviewed and approved by Strategy Team
- ✓ Data shared with WPEA
- ✓ Highest and lowest result areas shared in newsletter format with Strategy Team and then the agency

January 7 or 8, 2002

- ✓ E-mail entire agency the results

January - April

- Divisions take their own divisional data and share it with their staff
  - Talk about division data during feedback sessions AND
  - Talk specifically about these areas
    - Question 87a: Trust and respect among people (Morale satisfaction)
    - Question 61b: Agency goal: Develop, recruit, retain, and value a high quality diverse workforce
    - Question 42: Prior to making changes, my division encourages employee input and involvement in matters that affect it.
    - Question 85: I am satisfied with the overall performance of the current agency Executive Leadership.
- Divisions host feedback sessions within own division (see ideas below)

January 14, 2002

- E-mail Operations Team and ask for feedback on top 3 areas to work on agency-wide (3 weeks to respond- due 2-4-02)

January 30, 2002

- 2054 Union Management committee reviews data and recommends top 3 areas

March – April 2002

- Work with WPEA, Quality Council, and Strategy Team to create improvement teams around top 3 areas

April 15, 2002

- Division's share their intended focus areas with Will, Marv and Wendy

April 22, 2002

- Strategy Team decides on top 3 areas to focus on for the agency (using recommendations from Operations Team, 2054, and the Quality Council)

Quarterly updates to staff on the top 3 teams' progress – responsibility: Wendy

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### Ideas for hosting good feedback sessions:

- ◆ Give employees adequate time to review divisional data
- ◆ Provide a neutral facilitator – check out the facilitators roster on the OED web site
- ◆ Create a setting for staff to attend and give a couple of hours for each session so meaningful dialogue can take place
- ◆ Feed them
- ◆ Make sure the setting for the feedback sessions is appropriate
- ◆ Make sure the number of people in the sessions is right. If you have a large division, you may need to offer several sessions. People are more apt to speak up when the group size is smaller. Try for groups of 10. Of course, with the right facilitation you can host more people. Remember the key here is for employees to be heard, to offer ideas on the results, and offer ideas on what can be done to improve!
- ◆ Record feedback appropriately
- ◆ Honor confidentiality
- ◆ In the end, after all your feedback sessions, be sure to respond back to employees with the results. People like knowing that their time was well spent and that they were heard!